



Our Future

A review of Extending Entitlement

ARE YOU LISTENING

What the young people said

“The first time I came to youth I was shy but the more I came my confidence grew. I have made new friends that I would not have if I did not come to youth. The staff listens to you and help you and they are all very kind and caring.”

Young person 16

“I come because it is amazing and youth workers are really fun and creative we do all sorts of stuff. Youth club has done for me is that I have made friends and when I have an argument they always fix it.”

Young person 11

“Youth workers understand our religious activities (fasting) etc. this makes it more enjoyable”

Young person 14

“The staff in youth club treat everyone fairly. They treat us with respect and they are very honest. You can talk to the staff about anything even subjects that you struggle in as they will support you. The staff in youth club have a positive attitude towards things. The staff listen to your opinions and discuss really good life skills or even give their opinions of what they think.”

young person 15

“Youth is awesome and the staff are too. Youth club have helped me physically and mentally and to make more friends and to build my confidence.”

Young person 15

“Being involved in youth club through the years has meant I have grown in confidence. This has really helped me to build relationships with other people, go to university and use different skills socialising and in a work place. It has made me the person I am as I have gained a whole range of knowledge. I feel it is very important that all young people are able to have the opportunity of having a youth club. I have had a very positive experience and it has had a great impact on me as a young person. It really helped me know who I was as a person; the youth club staff have been very influential.”

Young person 20

“I can always rely on all my youth workers to keep me and all my friends safe. I can make tea and toast when I want to, but the best thing is that I get respected.”

Young person 13

“Was awful in school but now my attendance has shot up and I have a lot more confidence since coming to youth club.”

Young person 14

“Thank you! for welcoming us to come and share our voice with you.”

Fernhill youth project

When asked how they felt if there was no youth club the most commonly used words were:

“Lonely, on my own, no friends, depressed, isolated”

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“Growing up in a community that offered a youth provision has changed my life. Being a shy child, doesn’t always bode well for future progression, at school level, or in later life. It’s often seen as a hindrance and as something that makes a person incapable. Being part of a youth provision and getting to make friends, feel safe, listened to and supported was vital in building my confidence as a young person, but I think the most important aspect about youth provisions is getting to mix in an environment that nowhere else can offer you. Being trusted and respected by adults and youth workers, instead of living by the age old saying, “children should be seen and not heard” has been invaluable to building my character and self confidence and truly taught me so many valuable lessons about how important it is for youth provisions to be part of every child’s life, to make them a more understanding and well rounded individual.”

Young person 24

1. INTRODUCTION



1 Introduction

The Minister for Lifelong Learning and Welsh Language has asked for a review of *Extending Entitlement* the policy document produced in 2000 which sought to establish a joined-up framework for 'Supporting Young People in Wales' (National Assembly for Wales 2000). Within the policy, youth work (in all its diverse forms) was regarded as having a key role.

In response to the request from the Minister, this report sets out to explore:

- The Current mosaic of Youth Support Services
- What the term Youth Support Services means and
- in particular what has happened to Youth Work during the past 17 years

“Knowing there are people out there for me and realising they want to help me do well has changed my life. When people see the good inside of you, you start believing in yourself.”

Young person 15

The review has been led by Margaret Jervis, MBE DL Operational Director of Valleys Kids. For nearly 40 years this organisation has empowered people in disadvantaged communities by helping them to create opportunities for improving their individual and collective wellbeing – through play work, family work, art work, training, informal education, job creation and community development. Youth work has always been a core strand with open access facilities, youth clubs, homework clubs, activities to improve physical and emotional wellbeing (including counselling and outward bound), informal educational programmes (including sexual health), accredited training (including IT), social and community enterprises, residential experiences and international exchanges.

This report has been guided by discussions with Welsh Government, young people, youth work practitioners, the Principal Youth Officers Group and other stakeholders. There were two reference groups/support groups: one group of experienced knowledgeable adults and one group of young people who wanted to bring a fresh look at what the Government should be doing to support **all** young people in Wales.

Desk research was carried out to consider information from across Wales, UK, and Europe. Individual interviews were held with young people, youth work practitioners, training institutes and other relevant people. Roadshows were held across Wales. A general invitation to contribute was open to everyone unable to attend the road shows.

Although this report is intended primarily to help advise the Minister about what is working well and what needs to change, it was equally important that young people too can understand what is being said and what it might mean for them. To that end, the document has been shared with young people and the language has been changed where asked to do so.

2. HISTORY



2 Where Are We and How Did We Get Here?

The Welsh Government has always demonstrated its strong commitment to supporting children and young people. A sequence of policies has sought to ensure that they have appropriate help and support including:

- ❑ Extending Entitlement: statutory guidance for local authorities in relation to youth support services, including youth work
- ❑ Children and Young People – Rights and Action
- ❑ National Play Policy – A first for Wales
- ❑ All Wales Youth Offending Strategy

“I was bullied and was the only person from my community in my class. I didn’t know anyone and was in trouble in class. I was overweight and had no confidence. Attending youth club and talking with the youth leader helped me to get involved in volunteering and youth club activities. I made new friends. I’m more confident and people don’t pick on me anymore.”

Young person 14

- ❑ Children and Young People First
- ❑ Appointment of the first Children’s Commissioner in the UK
- ❑ Funky Dragon – Children and Young People’s Assembly for Wales (2002 – 2014) (*there is an Assembly Commission currently shaping the future of a Youth Parliament for Wales*)
- ❑ Commitment to the United Nations Convention on the Rights of the Child (UNCRC)
- ❑ The Rights of Children and Young Persons (Wales) Measure 2011
- ❑ The National Youth Work Strategy
- ❑ Social Services Wellbeing (Wales) Act 2014
- ❑ Wellbeing of Future Generations (Wales) Act 2015

- ❑ The Donaldson Report ‘Successful Futures’ 2015.
- ❑ The Children and Young People’s National Participation Standards (2016)

These documents provide evidence of the importance that the Welsh Government places on its commitment to all children and young people of Wales – ensuring that they have a good start in life and continue to be supported throughout childhood, the teenage years and into adulthood. It is a powerful and commendable vision. There is clear recognition that, while Youth Work is a fundamental part of education provision, all parts of government (including Health and Social Care, Local Government, Environment and Rural Affairs, Economy and Infrastructure, Communities and Children, and Skills and Science) have

a vital role to play in helping to achieve the Government’s vision for children and young people. Young people are our future: ensuring that they are supported well throughout childhood, adolescence and early adulthood is a fundamental part of delivering the aims of the Wellbeing of Future Generations (Wales) Act.

3. IMPLEMENTATION



3 How Are We doing? Implementing the Vision

The challenge then is not so much one of establishing policy direction or getting a statutory framework in place. It is to ensure that the vision is implemented effectively through putting in place effective structures, underpinned by sufficient resources (including the workforce) and close links to related areas of work such as community regeneration, increasing prosperity and improving outcomes for all children and young people.

Throughout the past 17 years, the intention has been to inspire, to encourage, to promote a better Wales for everyone, to see people in a positive light. If we don't enable people to achieve and share these

aspirations, we fail. However, what has been developed in the field of youth services has tended to be more 'problem orientated' rather than 'opportunity focused', more selective rather than more universal. The effect is often divisive and alienating.

The labels we attach to young people are often negative ones and responses concentrate on a 'deficit' and not a 'resource' perspective of young people. This was **not** the intention of Extending Entitlement, which envisioned extending positive opportunities and experiences to young people as a whole, while making special provision to help include those who might struggle to access these opportunities otherwise. Regrettably, a focus on 'problems' presented by young people has resulted in the wholesale reduction of universal, open access community-based youth work provision and its

replacement with 'targeted' provision. This tends to categorise young people, to fix them with labels rather than providing them with the chance to be 'co-producers' of services and contributors to the support needed by others of their generation, as a force for good.

At a time when young people go through that period of transition from childhood to adulthood we are aware of but don't experience directly the challenges and pressures that they face in the 21st century – poor mental health, greater access to drug and alcohol misuse, adverse peer group pressure, bullying and a negative interface with social media.

There is much research to remind us that transition for young people – for example; from schooling to the labour market, dependent to independent living, families of origin to families of

“I feel respected, youth club keeps you out of trouble, helps you to mix with and be social with other young people. If you are upset there is always someone to talk to because you trust the youth workers. They don’t tell you what you will be doing they ask you and that means a lot.”

Young person 15

destination – have become significantly more challenging over the past generation. Transitions are more uncertain, take longer and are no longer linear (Council of Europe 2017).

There is widespread recognition that Adverse Childhood Experiences (ACEs), such as physical and verbal abuse or being in a household where there is domestic violence, substance misuse, parental separation or mental illness can have a negative impact on a child or young person’s development. Reducing the number of harmful experiences suffered by children and young people in Wales is a key driver to creating healthier and happier future generations. Understanding how children and young people develop resilience and providing support that helps them to build resilience are crucial aspects of effective policy formulation.

The provision of targeted child protection services is one aspect of an overall strategy. However, according to recent research carried out by Public Health Wales, 47% of children in Wales are exposed to ACEs and 14% of adults in Wales will have experienced four or more ACEs during their childhood. The impact of such experiences can live on long after they have taken place, often with very serious consequences. It is our belief that only open access community-based and universal youth work provision can offer an effective response to problems that occur on this scale.

Today, young people are consulted more often but are they heard and listened to? They tell us that they want somewhere where they can be young people, where they can meet with friends and make new friends,

where they feel safe, have fun, are respected, feel involved, not judged, are trusted, are challenged, and supported, can get good information and advice (when they want it and need it), a place where trusting relationships (often long term) with adults (youth workers) can be developed.

“We are all treated the same. We are encouraged to make decisions. The staff and volunteers don’t appear to pull on their authority. I feel safe. We are treated differently from school. I learn in a different way. I learn more because we were having fun.” (young girl 15)

The question is then how do we support all young people to achieve their potential and to become resilient adults while at the same time ensuring that there are services for those young people who need

greater support? Through introducing Extending Entitlement, Wales explicitly rejected the youth support services approach adopted by England via the Connections programme. However, it did endeavour to frame policy and practice in a similar way, with the intention of establishing a ‘universal service differentiated according to need’.

Part of the answer requires that we understand both the difference between Youth Work and Youth Support Work and also the value of youth work for young people.

4. REQUIREMENTS



4 What does the Welsh Government require?

The Learning and Skills Act 2000 set out the government's expectation regarding youth provision of and support for 11 -25 year olds in Wales

Provision of Services

1. The National Assembly for Wales may direct a local authority:
 - A) to provide youth support services
 - B) to secure the provision of youth support services
 - C) to participate in the provision of youth support services.

“When I was in year 7 I was really depressed, I hated life and didn’t want to go to school. I was bullied for my cultural hairstyle. Now I’m in year 9, I have a whole new community and lots of friends through coming to youth.”

Young person 14

<p>2. In this section ‘youth support services’ means services which in the opinion of the National Assembly will encourage, enable or assist young persons (directly or indirectly) -</p>	<p><i>lifestyles. They engage with young people as individuals with the objective of building their capacity to make choices and pursue constructive paths. A key principle is that young people choose to participate and are able to do so in ways that builds on their interests. One of the strengths of the youth work sector is its diversity of process, offering choice to young people to participate and achieve in different ways through provision with different styles.’ (Extending Entitlement 2000)</i></p>	<p><i>views them as individuals not as problems and creates opportunities for them to contribute to the management and delivery of services</i></p>	<p>of funding available had skewed youth work significantly towards targeted projects. This had led to a reduction of full-time permanent youth work posts. Unfortunately, under the impact of austerity and other factors this trend has continued. The consequence is frustration and concern on the part of those committed to supporting all young people throughout Wales, who see fewer and fewer opportunities for young people to access youth work provision in their communities in the language of their choice.</p>
<p>A) to participate effectively in education and training B) to take advantage of opportunities for employment C) to participate effectively and responsibly in the life of their communities.</p>	<p>The document also highlighted the importance of the ethos of youth work.</p>	<ul style="list-style-type: none"> • <i>It is inclusive and preventative – it starts from the premise that all young people should be able to access the advice and support they need when they need it</i> • <i>It offers support not in a stigmatising way but as part of a service geared to enjoyment, challenge and opportunity.</i> • <i>It values young people and encourages them to think of themselves as contributing individuals with rights and responsibilities.</i> 	
<p>In <i>Extending Entitlement 2000</i> this was interpreted in its broadest sense and included youth services provided both by the maintained and voluntary sectors.</p>	<p>‘<i>This vision is helpful in defining the contribution of youth work to supporting and developing young people:</i></p>	<p><i>Extending Entitlement 2000</i> goes on to report that in recent years the type</p>	
<p><i>‘Youth services work with young people in many different ways to promote lifelong learning, employability, citizenship and healthy</i></p>	<ul style="list-style-type: none"> • <i>It respects young people and places them at the centre – it</i> 		

5. YOUTH WORK



5 What is Youth Work?

Youth Work operates from an 'opportunity- focused' perspective viewing young people holistically as having great potential.

'Youth Work, to be most effective, needs to engage young people as 'agents of change'. More than providing 'places to go' this requires attention to the supply side of youth provision, namely widening the range of skilled youth workers, and the importance of long term relationships in civil society' (Tom Wylie 2005).

Often in partnership with other sectors, Youth Work produces a wide range of positive outcomes, for individuals, their communities and for wider society.

- ❑ *It leads to critical reflection, innovations and changes*
- ❑ *It contributes to young people's wellbeing, enhancing a sense of belonging and strengthening their capacity to make beneficial choices*
- ❑ *It supports positive and purposeful transitions in personal, civic, economic, and cultural life, enabling the developing of competences that facilitate life-long learning, active citizenship and labour market participation.*

(Council of Europe 2017)

The document *Youth Work In Wales: Principles and Purposes* was produced by CWVYS (the Council for Wales Voluntary Youth Service) and the PYOG (the Principal Youth Officers Group). Sponsored by the Welsh Government it clearly defines

“Youth workers understand our religious activities (fasting) etc. this makes it more enjoyable.”

Young person 14

Youth Work in Wales and outlines some of the main principles - that it is based on the **voluntary** engagement of young people, starts at whatever point the young person is in their lives, regardless of circumstances, and recognises young people’s potential. It also describes the Five Pillars of Youth Work – Educative, Expressive, Participative, Empowering and Inclusive. The Donaldson report, *Successful Futures*, describes the purposes of a developed curriculum for all children and young people in Wales as:

- ❑ *Ambitious, capable learners, ready to learn throughout their lives.*
- ❑ *Enterprising, creative contributors, ready to play a full part in life and work.*
- ❑ *Ethical, informed citizens of Wales and the world.*

- ❑ *Healthy, confident individuals, ready to lead fulfilling lives as valued members of society*

So often when young people are consulted, what they say they want “*is having a safe place to hang out with friends*”. This means a place in their locality, an open access provision where they can go when they want. Young people choose open access provision where they know they will be welcome, where they will find supportive, empathetic adults who help them to have a positive view of themselves, a positive view of the future and where they get excited about a positive vibrant Wales and their part in it.

A crucial factor within this type of provision, is that young people know that, throughout crises that inevitably come in the teenage years into adulthood, they will be offered

support, information, advice and a positive pathway to a wider world view of the possibilities open to them. Youth Work can play a vital role in supporting young people who have experienced ACEs, enabling them to overcome the impact and to protect themselves from further harm. Youth Work often prevents young people reaching a point in their lives where they need costly intervention by other agencies such as the police, social services and health.

“The first time I came to club I was shy but the more often I came my confidence grew. I have made new friends that I would not have if I did not come to club. The staff have really helped me get through tough times and they are all very kind and caring to everyone.” (Young person age 16)

Another way of expressing the importance of youth work is that it is generally accepted that youth work is about giving opportunities to young people – individually and in the peer group – so that they explore their own potential. It views young people as ‘agents of change’. They are an important part of the solution rather than the problem.

6. YOUTH SUPPORT SERVICES



6 What Are Youth Support Services?

Youth Support Services offer a 'problem-oriented' approach. They provide targeted provision, supporting specific groups of young people such as young people not in education, training or employment or young people who have entered the youth justice system. These are young people who have been failed by society's systems, many of whom will have experienced and are experiencing ACEs. However, targeted services will not include all young people who have experienced ACEs. Many young people who receive support from targeted services will also make use of youth work provision. Indeed, supervisors often will also refer their clients to open access youth provision precisely because the support of trusted adults

“Homework club is great and I don’t mind doing it now.”

Young person 14

in a peer group setting is crucial – and complimentary – to the targeted ‘casework’ approach.

Young people receiving such provision are often directed to participate in various activities so the relationship with the adults is **not** voluntary – they may not want to go but have to go. They often see themselves as having ‘something done’ to them and there can be sanctions if they do not attend. There are situations that demand such ‘targeted’ work. However, such intervention has greater chance of having an effective outcome when it is embedded in universal open access provision. Valleys Kids has direct experience of how effective this approach can be from the periods when it sponsored the Rhondda Intermediate Treatment Centre and the Miskin Project in its Penygraig premises. A combination of youth

work, social work, and teaching expertise, applied in a community-based and youth orientated setting, was very powerful in generating good outcomes for young people in serious difficulties.

During the consultation process, there emerge an excellent example of this approach when a trained youth worker was able to engage with a young person - in a Young Offenders’ Institution, overcoming his unwillingness to engage with other professionals. Youth work methodologies and principles can support the delivery and aspirations of these enforced interventions but youth workers should not have to be part of the controlling/breaching process nor should they be there to provide involuntary interventions. The relationship between the young person and the youth worker is a

negotiated process and young people must retain choice.

One of the most significant factors to emerge recently is that of empowerment-theory and the importance of youth community projects empowering participants to engage in health seeking behaviours. This approach may well aid adolescents to adopt life-long healthy behaviours, thus safe guarding the health of future communities. (Fawcett et al 1995) (These findings are supported by others Fawcett et al 1997, Francisco et al 1993, Halfors et al 2002, Quinby et al 2008 Gloppen et al 2012).

In essence, we believe that there is a clear need for Youth Support Services but it should not be confused with Youth Work, even where they operate within a mutually supportive way. Ministers in Wales

have always seen Youth Work as a universal entitlement for **all** young people in Wales while targeted Youth Support Services are for those young people who need extra support.

It is important to note that the English choice what is essentially ‘targeted’ Youth Support Services has never been endorsed by Welsh Government or by communities. Targeted support services must be **additional** in order to meet **additional needs**, not **instead** of any open access community-based provision. There are many who without open access provision, find that things go wrong in their lives so that they need targeted support, which is the antithesis of prevention.

7. RECOMMENDATIONS

7 Recommendations



7.1 A need for a renewed National Strategy

What was clear from the research and consultation is the degree of confusion and frustration caused by the growth of 'targeted work' at the expense of open access, community-based provision. This means far more Youth Support Services far less Youth Work. It is a trend which appears to have happened without proper debate or any clear strategic direction, despite the quantity of documents produced. We wish to see this shortfall addressed as soon as possible and before the demise of universal provision entirely. This will require a method of gathering quality information to provide a true picture of provision throughout Wales

Recommendation One

A long-term National Youth Work Strategy should be developed, covering the next 10 – 20 years, (similar to the term of the vision for the Welsh Language). It would ensure a meaningful offer for every young person in Wales. As recommended by the Children and Young People and Education Committee, the strategy should be developed with stakeholders and young people.

The strategy should cover

- ❑ **Youth Work** - ensuring open access community-based opportunities (including street work) for young people, places where they want to go and where they can get the support, help, information and guidance when they want it.

- ❑ **Online Youth Work** - exploring new opportunities for supporting young people through the use of modern technologies.
- ❑ **Targeted Youth Support** - Services for those young people who need extra help.
- ❑ **Participation** - ensuring that young people are guaranteed a meaningful voice in the design and delivery of services at all levels.
- ❑ **Sufficiency** – there should be sufficiency assessments undertaken by Local Authorities. The assessments should include voluntary and statutory provision detailing open access community provision, school-based and youth support provision.

When asked if there was no youth club the most commonly used words were:

“Lonely, on my own, no friends, depressed, isolated”

7.2 The Young Persons Voice and Partnerships

Article 12 of the United Nations Convention on the Rights of the Child states *‘when adults are making decisions that affect children, children have the right to say what they think should happen and their opinions taken into account’*.

The pressure on youth partnerships at national, local authority and neighbourhood levels has seen many fall away as funding becomes difficult which inevitably denies young people a voice. One area of concern emphasised during the consultation was the withdrawal of commitment to both the Young People’s Partnerships and the Children and Young People’s Partnerships in many areas. There was a general consensus regarding the need for bodies whose key interest is **all** young people.

There may also be a need for specialist groups; for example, Youth Engagement and Progression Framework which requires Local Authorities to establish multi-agency panels to discuss young people who are identified as not in education, training or employment.

Recommendation Two

A Multi-Agency Forum should be established at Local Authority Level to ensure that there is co-production in service and delivery with some resources available to ensure that they operate effectively and that all agencies (statutory, third sector, and commercial) can have equal status.

Recommendation Three

Youth Networks should be established at community neighbourhood level, to encourage co-production in service delivery and provision. The Networks would engage interested people across the youth work sector - statutory, voluntary, uniformed organisations, youth arts groups, youth sports groups - ensuring that young people’s voice are heard and they have a wide choice of opportunities and experiences.

7.3 A National Body to oversee Youth Work in Wales

During consultation people discussed the demise of the Wales Youth Agency. This left an unhelpful vacuum. There is the Council of Wales for Voluntary Youth Service (CWVYS), the independent representative body for the voluntary youth work sector in Wales. CWVYS represents, supports and gives collective voice to its membership of national and local organisations.

There is also the Youth Work Reference Group, originally the Ministerial Reference Group. The members of the group bring expertise, knowledge and experience of international, national and local youth practices. While it continues to meet with civil servants from the

department, there is uncertainty regarding its role. The Minister has announced that a National Youth Support Service Board will be established but people were unsure about the intended role of the Board. There would be real merit in having a national body with responsibility for overseeing improvements in Youth Work and Youth Support Services and driving forward youth work strategy and policy implementation across the statutory and voluntary sectors. We must ensure that all young people in Wales have access to high quality youth provision.

Recommendation Four

A National Body for Youth Provision should be established.

Such a body would: -

- Be representative of both the voluntary and statutory sectors;
- Be the conduit for ensuring that the national strategy is being implemented by receiving the Multi-Agency Forum's delivery plans and would advise the Minister on the robustness of the plans for delivery in their area;
- Undertake research that would contribute to a better understanding of the role of youth work and the needs of young people in Welsh society;
- Represent the range of views and interests of the sector to all levels of government;
- Be key partners with government in workforce development;
- Provide information and support to the youth work sectors and other partners;
- Campaign for equality of access to Youth Work for all young people in the language of their choice;
- Take responsibility for activities such as the National Youth Work Awards, the Annual Youth Work Conference etc.

7.4 Resourcing Youth Work Provision

The greatest concern expressed during the consultation was regarding how youth services were funded. Little of the 'notional amount' for youth work in the Revenue Support Grant provided to Local Authorities is actually spent on providing this type of service. In some areas, some of the grant is spent on youth work and youth support services but the overall result is the unmanaged and non-mandated decline in community-based, open access youth work provision throughout Wales.

There was real concern that local voluntary youth organisations are funded via the Local Authority, with very different outcomes resulting in a post-code lottery. In some areas, there is real partnership in developing services while in other areas, no

discussion. Voluntary organisations often felt that there was little or no recognition of their contribution to the opportunities available to young people in the area.

Recommendation Five

The Minister should consider whether it is feasible to ring-fence a proportion of the budget, to ensure that the vision of the National Youth Work Strategy is implemented providing support for all young people in Wales.

This would demonstrate that Welsh Government acknowledges the extent to which youth work is essential enabling young people to grow in resilience and to ensure that all young people in Wales have open access youth provision in their own community in the language of their choice.

Recommendation Six

The Minister should explore how youth work spending is allocated and spent including how local third sector organisations are resourced. The future allocation of funding would depend upon how the Multi-Agency Forum is organised, guarantees involvement of young people, and transparent decision-making about the balance between open access community-based provision, school-based provision and targeted youth support provision.

7.5 A Skilled Workforce

Consultation reinforced the need to ensure that youth workers are being trained in the Principles and Purposes of Youth Work.

Alongside many other public service professions, Youth Work needs to anticipate considerable challenges in maintaining a properly qualified workforce in sufficient numbers to meet need. We must ensure that Youth Work is undertaken by staff who are able to deliver educative, participative, expressive, empowering and inclusive support to young people so that they become confident, resilient and active citizens.

This demands a Youth Work training framework that equips practitioners through initial and continuing education and training equips staff appropriately for the Youth Work and

Youth Support Work that they are expected, or aspire to undertake and the different contexts within which these are likely to take place.

Recommendation Seven

In consultation with stakeholders and young people a National Youth Work Training and Development Framework should be developed underpinned by a National Youth Work Strategy.

7.6 Youth Information

In discussions, the role of good information was seen as paramount and there was serious concern about the downgrading of the Youth Information Service. Young people should be guaranteed access to ten areas of information – Education; Employment and Training; Environment; World, Europe, UK and Wales; Family and Relationships; Health; Housing; Law and Rights; Money; Sports and Leisure.

While young people may be able to seek information from the Internet, people were concerned about the scale of mis-information available from social media. For example, some young people base their approach to relationships from watching pornography.

A group of young people supported by professor Howard Williamson worked out a way to deal with the proliferation of information in the 21st century and how to distinguish reliable information from advertising and rubbish. They came up with the idea of 'FREUD in a human envelope'.

By this they meant that there needed to be a trusted adult who could help them to Find, Retrieve, Evaluate, Use and Defend!

Recommendation Eight

Aligned with other digital initiatives a National Strategy for Youth Information Service should be established ensuring that young people can be guided to seek good information that enables them to make positive choices during this crucial period in their lives. A National Strategy would give clear guidance and direction to ensure that young people can access the information in their local authority area in the language of their choice.

7.7 Youth Work Framework for Assessment

During the dialogue process, people expressed concern about how Youth Work effectiveness is being assessed, with a lop-sided emphasis on 'accreditation'. We agreed that best practice requires us to assess the journey(s) that young people are on and what they achieve during those journeys. Assessment should cover the five pillars of youth work: Participative, Empowering, Expressive, Educative, and Inclusive: there must be an emphasis on wellbeing outcomes for young people, in keeping with the way in which Welsh policy and legislation have developed in recent years. We will want to know if they are making positive choices in their lives and becoming more confident, healthier and resilient, through their experiences in youth work provision.

Some of the outcomes are what is usually known, as 'soft outcomes' so don't suit a tick box culture where the emphasis is on quantitative methods. There are well-developed approaches to evaluation the soft outcomes such as 'outcome star'.

Recommendation Nine

A framework for assessing the quality of youth work practice should be developed. This is an area where it is crucial to involve young people in the design.

- Participative:** Are young people using the youth facility regularly? Are they encouraged to take part in the design of the programme and take responsibility?
- Educative:** Have the young people taken part in educative experiences or activities that help them to better understand themselves and the world around them?
- Expressive:** Are the young people involved in activities that encourage them to have ideas and aspirations?
- Inclusive:** Are the young people involved in activities that enables them to have respect for others and to value other people's opinions?
- Empowering:** Are young people being equipped to understand that they have rights and responsibilities. Are they involved in issue-based work?
- Wellbeing:** Are young people enjoying activities that improve their health and confidence making them more resilient?
- Experiences:** Have young people been involved in a wide range of different experiences locally, nationally or internationally?

Individual Interviews Were Held With

Rachel Burton	Adult Learning
Dai Bryer	URDD
Stephen Drowley	Cardiff Metropolitan University
Paul Glaze	CWVYS
Mike Greenaway	Play Wales
Jane Hawshaw	Adult Learning
Sophie Howie	Future Generations Commissioner
Sioned Hughes	URDD
Catrin James	CWVYS
Gerald G Kerslake	ESTYN
Zoe Lancelott	Rhondda Cynon Taf
Paul Lewis	Children's Commissioner office
Rt. Hon Alun Michael	Police and Crime Commissioner South Wales
Lynne Neagle AM	Chair, Children, Young People & Educ. Com
Gareth Newton	Chair ETS Wales
Tim Opie	WLSA
Sue Phillips	Interlink
Chris Richards	Children in Wales
John Rose	Consultant
Elise Stewart	Valleys Kids
Sue Thomas	Youth Justice
Keith Towler	CWVYS
Dr. Howard Williamson	Professor of European Youth Policy
David Williams	Torfaen

Young Peoples Consultation

52 Young people took part in consultation sessions

Adult Reference Support Group

Paul Glaze	CEO CWVYS
Rt Hon. Alun Michael	Police and Crime Commissioner for South Wales
Keith Towler	Chair CWVYS
Dr. Howard Williamson	Professor of European Youth Policy

Young People Reference Support Group

Nadine Hussien	24 years old
Zoe Arundell	20 years old
Callum Stewart	19 years old
Josie Stewart	13 years old

Four Roadshows were held – Wrexham, Builth Wells, Swansea, Cardiff

Attendees were

Alison Thomas
Kate Glover
Roger Ellerton
Bethan Bensley
Chiara Querci
Kevin Roberts
Geoff Moore
Annette Ryan
Wendy Jefferson
Jeanette Smalls
Simon Stewart
Gareth Bennett
Kelly Christopher
Hefin T Lloyd
Alexandra Atkins
Grant Poiner
Darrell Williams
Kerry Rees
Michelle Roles
Charlie-Jade Attkins
Leanne Ward
Gavin Evans

Flintshire CBC
Flintshire CBC
Denbighshire Youth Service
Denbighshire Youth Service
Boys and Girls Clubs
Boys and Girls Clubs
Powys Youth Service
Gwynedd Youth Service
Denbighshire Youth Service
Denbighshire Youth Service
Glyndwr University
Dyffryn Taf School
Monmouthshire Youth Service
Carmarthenshire Support Service
Swansea Carers Centre
Boys and Girls Clubs
UWTSD
Challenge Wales
Education Workforce Council
Monmouthshire Youth Service
Monmouthshire Youth Service
City and County of Swansea

Helen Jones
6 people
Mary Eaton
Caroline Ryan
Paul Glaze
Tara Reddy
Marco Gil-Cervantez
Sharon
Leigh Roland
Dai Bryer
Rachel Short
Esther Weller
Mel Ryan
Catrin James
Tim Opie
Lowri Evans
Nia Lloyd
Richard Flowerdew

CWWYS
Swansea YMCA
Merthyr Tydfil CBC
Cardiff YMCA
CWWYS
Vale of Glamorgan Youth Service
Promo Cymru
NYAS
CCYP
URDD
Girlguiding Cymru
Girlguiding Cymru
Youth Cymru
URDD
WLGA
Ceredigion Youth Service
Young Farmers Clubs
Scouts Cymru

Welsh Government
Welsh Government
Valleys Kids